

Fig. 1

Microsoft Internet Explorer

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RoboHELP Classic

Welcome to RobeHEPE Classio, the industry standard in Help Authoring of from Blue Skylle Software. This proper packed yersion of Probability Sombines account new features with the established functionally sleep authors have come to rely on

Robo HELF Classic is a full feather authoring package designed specifically for producing professional Help systems for Phodoles 2.4, 95, 98, and NT, it's ideally suited for designing and authoring Win Help systems from consisting in distribution.

Robo HELP simplifies the process of creating and maintaining Help files and integrating those files with any application software. It automates the creation of Help features including topics, hotspots, buttons, tables of coments, multi-level indexes, full-text searches, related topics, customizable window buttons, tables or consensus designs, and much more 35,735

- Key features of Robo HELP Classic
- What's new in this release
- For customers upgrading from a previous version
- MHelp Basics

Familiar environment

With Robo HELF Classic, you don't peed to know RTF or substance [programming to greate robust. Help systems. Robo HELF uses the familiar Microsoft Word as its liket word processor to author and edit your topics. Robo HELF Explorer helps you to organize and manage your system (rest including a visual representation of your topic links. You can also use 1500 HELF Explorer to quickly and easily design a table of contents, process sequences, or even the sides.

Robo HELP handles the complex tasks for you behind the science; so you say foous on content; design, and is ability of Your Help system.

Leverage existing Help projects

fighe HELP also provides a fast and easy way to leverage your existing work "lift(a) minutes, you can import and work with Help projects" (HLP files) created with previous versions of Right HELP other. Help authoring tools, or even HTML Help projects. You can import and convent traine Makes documents and World Joournents. Robo HELP strongs you to make the most of any existing work, so you can be productive immediately.

Using RoboHELP's Single Source technology, you can generate Help for Windows 3.1 as well as: Windows 95, 98, and NT. You can also produce printed documentation suitable for user guides, training guides, or other publications from your Help project. Additionally, you can use your Help project source

http://jjung_rd_nt/SimplePolarisIE/ie.html - Microsoft Internet Explorer 國位义 U Contents a les Welcome to RoboHELP Classic Recome to Robolic IPO Uses is, the Industry Standard in Help Athloring IP from the Style Software. This power-parked version of Robolic Promitives exching new features with the established (arcumonity Help authors based some to rely on Robolic IP Classes is a National authoring professional Help systems for Windows 3.x 191, 101, and NIT. It's lideally suited for designing and authoriting Windows 3.x 191, 102, and NIT. It's lideally suited for designing and authoriting Windows systems from to designing and authoriting Windows systems from to designing and ☐ Introduction
☐ Help Basics 🔅 🕏 Getting started 🔁 🍫 RoboHELP authoring environment 🖽 🍫 WinHelp 2000 Robo HELP simplifies the process of organing and maintaining Help files and integrating these the any application software. It automates the creating of help features including topics, hotspots; buttons, tables of contents multi-level indexes; full-text searches, related topics, oustornizable or the contents multi-level indexes; full-text searches, related topics, oustornizable or the contents multi-level indexes; full-text searches, related topics, oustornizable or the contents of the con 🕀 🍫 eHelp 由 🍫 Using RoboHELP designs, and much more designs, and much more and designs, and much more designs, and fruith mor ⊕ Printed documentation Single Source
WinHelp Reference 🗷 🍫 Troubleshooting for customers upgrading from a previous version 🖽 🍫 Contacting Blue Sky Software MHeb tases Familia: environment

With RoboHELP Classic you don't osed to know RIT at a formed programming to gree
systems. RoboHELP does the Tambar Morporth Work as its Fore entitly means to an
your topics. RoboHELP Explore helps you't beginner and manage you wonto free
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design a table of contains. In size sequences, or a run the enter.

RoboHELP bankes the propertiess for you beginn the steme, so you can have on
tesign, and estability of your Help system. Public Half also provides a fast and easy say to leverage your existing work. Within implices, you can sup on any work with Help projects (AHP tase) greated with provides versions of PoboHELF other fleep sufficient your property of convert frame hather documents and Word documents. RoboHELF allows you to make the most of any existing work, so you wan be productive immediately. Using Robo HELF's Single Source technologic, you can graherate Help for Windows 3.1 as well as Windows 95, 98 and NT. You can also produce printed documentation suitable for user guides, training guides, or other publications from your Help project. Additionally, you can use your Help project source. M keyword Search Arubanguage M Search

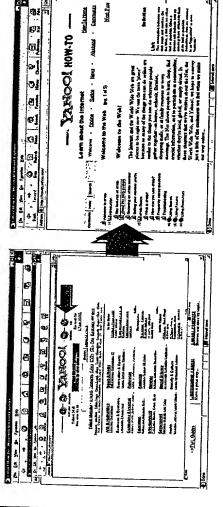
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Polaris

provide a common Help system interface to users looking for Web site assistance. The Web site Help system has the same look and feel than the interface they turn to for Help on their desktop Polaris leverages and extends our current WebHelp technology to applications.



Blue Sky Software - Company Confidential

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Sample ALURe™ Transcripts

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<?xml version="1.0">
<!DOCTYPYE alur SYSTEM "http://alurexml.com/1.0/alure.dtd>
<axml version="1.00">
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      <date>
         12-07-1999
      </date>
      <duration>
         00:13:00
      </context>
      context>
         oblem-id> 102322  
            http://www.ehelp.com/communities/register.html
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      </problem-context>
      <helpsystem-info>
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      </helpsystem-info>
   </head>
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      </path-context>
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</axml>
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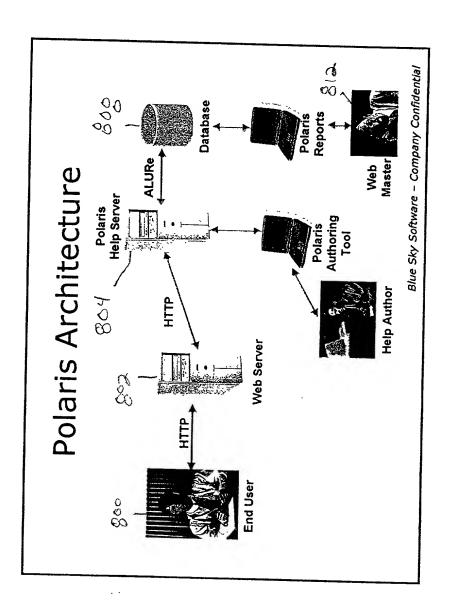


Times Requested Rank Order	10,287 8,827 4,928 3,010 3,001 2,787 2,787 2,787 2,700 2,100 1,500 1,234 10%
Help Topic	Help About/Contents/Widget Help About/Contents/Widget/smidgets Help About/Contents/Widget/midgets Help About/Contents/Widget/fidgets Help About/Contents/Widget/walk Help About/Contents/Widget/walk Help About/Contents/Widget/walk Help About/Contents/Widget/run application1/userid/passsword application1/userid/state
URL Location	zbc/xyz/123 zbc/xyz/124 zbc/xyz/125 zbc/xyz/126 zbc/xyz/127 zbc/xyz/128 zbc/xyz/128 abc/xyz/131

Fig. 7a



nothern I can	Help Topic	Times Requested	Questions Received	Rank Order
UKL LOCAROII		40.087	6873	%46
//zbc/xyz/123	Adding RAM to CPU	10,201	5030	88%
//zbc/xvz/124	Clearing Wallpaper	4 028	4999	74%
(/zbc/xyz/125	Attaching Printer	2,920	4988	72%
//zbc/xxz/126	Attaching Scanner	5.00 k	4701	71%
lizbe/xyz/127	Rebooting System	0,000	3454	41%
//zbc/xyz/128	Changing color scheme	2,76	3309	40%
//zbc/xyz/129	Adding additional harddnye space	2,200	3102	40%
//abc/ywq/gfc	Getting Technical Support	4 500	2987	22%
//zbc/xyz/131	Returning for Repair	1,334	2500	10%
lizbe/xyz/132	Technical Training	788	2339	1%
//zbc/xyz/130	Adding additional harddrive space	184 184	1830.6	-21%
//zbc/xyz/133	Returning for Repair	2 2	1831.6	79%
lizbolxyz/134	Returning for Repair	85	1832.6	179%
//zbc/xyz/135				



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